

METHOD AND SYSTEM FOR
SCHEDULING INBOUND INQUIRIES

ABSTRACT OF THE INVENTION

5 A method and system schedules inbound inquiries,
such as inbound telephone calls, for response by agents
in an order that is based in part on the forecasted
outcome of the inbound inquiries. A scheduling module
applies inquiry information to a model to forecast the
outcome of an inbound inquiry. The forecasted outcome is
used to set a priority value for ordering the inquiry.
The priority value may be determined by solving a
10 constrained optimization problem that seeks to maximize
an objective function, such as maximizing an agent's
productivity to produce sales or to minimize inbound call
attrition. The inbound call may be placed on a virtual
hold or be responded to on a real-time basis based on the
15 inbound inquiry's priority value. A modeling module
generates models that forecast inquiry outcomes based on
a history and inquiry information. Statistical analysis
such as regression analysis determines the model with the
outcome related to the nature of the inquiry. Forecasted
20 outcomes are based on the goal of the inbound calls and
include factors such as probability an inbound caller
will hang up, probability that an inbound caller will
alter a business relationship based on hold time,
probability that an inbound caller will make a purchase,
25 and the relative probable reward of responding to an
inbound call.